



Using Employee Express by Phone

www.employeeexpress.gov



allows employees of participating agencies to have greater control over their benefits by permitting online changes. However, to use Employee Express, you must have an EE PIN.

How to obtain an EE PIN:

The Office of Personnel Management mails EE PINs to new eligible employees about two weeks after the employee enters on duty. (Note: Commissioned Corps, Visiting Program participants, Guest Researchers, and other non-FTE positions are ineligible to participate in EE). If your PIN is lost or forgotten, a replacement PIN can be obtained by calling the OPM-Macon Help Desk at 478-757-3030 and choosing the PIN option. Note that for security reasons, the Help Desk will not issue and mail a new PIN to any address other than the official one on file. Therefore, please ensure that your human resources office has your current mailing address on file. You may locate your human resources office at: <http://hr.od.nih.gov/Benefits/Dhrobranchlocation.htm>.

How to Access Employee Express by Telephone:

To access Employee Express by telephone, dial: 1-478-757-3088 from work or 1-800-573-0940 from home

Employee Express Telephone Prompts – Walk-through

At the first prompt, you will be asked to enter your social security number. You will then be asked to:

- Press 1** – if correct
- Press 2** – to reenter

At the next prompt, you will be asked to enter your EE Personal Identification Number (PIN), followed by:

- Press 1** for assistance if you do not have a PIN

You will then be given the following options from the **Main Menu**:

- 1 – Direct Deposit or Voluntary Allotment Changes
- 2 – Tax changes
- 3 – Address changes
- 4 – Health Benefit or Premium Conversion changes
- 5 – Thrift Savings Plan changes
- 7 – PIN changes
- * – Exit

For Direct Deposit or Voluntary Allotment changes (Option 1 on the Main Menu):

Press 1 to make changes to your Direct Deposit or
Press 2 to make change to your Voluntary Allotment

By Pressing 1 for **Paycheck Direct Deposit** changes you will hear the following:

Direct deposit status
Financial institution routing number
Checking account number
Effective date of change (You will hear a notice that due to agency processing, the effective date of your change may be effected the next pay period)

You will then be prompted:

Press 2 - to change an existing direct deposit
Press 9 - to return to Direct Deposit and Allotment menu
Press 0 - to return to the Main Menu

By Pressing 2 for **Financial Allotment** changes, you will hear the following:

You can have up to three financial allotments.
Allotment status
Financial institution routing number
Savings account number
Effective date of change (You will hear a notice that due to agency processing, the effective date of your change may be effected the next pay period)

You will then be prompted to:

Press 1 – to start a new allotment
Press 2 – to change an existing allotment
Press 3 – to stop an existing allotment
Press 0 – to return to the main menu

After you have elected to either start a new allotment or make changes, you will receive the following prompts:

To make changes to your Federal and/or State Tax (Option 2 on the Main Menu):

For Federal Tax changes, Press 1
For State Tax changes, Press 2
To return to the Main Menu, Press 0

By Pressing 1 for **Federal Tax Changes**, you will hear:

- Your current federal tax status
- Marital status
- Current number of exemptions
- Current additional deductions
- Effective date of change (You will hear a notice that due to agency processing, the effective date of your change may be effected the next pay period)

To make changes to your federal tax status, you will prompted to:

- Press 1 – to change federal tax status
- Press 2 – to file exempt
- Press 0 – to return to the Main Menu

By Pressing 2 for **State Tax Changes**, you will hear:

- Your current state tax status
- Number of exemptions
- Current number of additional deductions
- County of Residence
- Effective date of change (You will hear a notice that due to agency processing, the effective date of your change may be effected the next pay period)

To make changes to your state tax status, you will be prompted to:

- Press 1 – to make change to state tax status
- Press 9 – to return to Tax Menu
- Press 0 – to return to Main Menu

To make changes your Home Address currently on record (Option 3 on the Main Menu):

To make changes to your home address, you will hear:

The tentative effective date of any change (You will hear a notice that due to agency processing, the effective date of your change may be effected the next pay period)

You will then be prompted to:

- Enter the zip code of your new home address,
- Speak your new street address, city, and state (you will asked to spell out your street name and provide your complete mailing address)
- Speak the name of your county, and
- Enter your telephone number and area code (You will be asked to press 1 to continue without phone number)

You will then hear the automated telephone system repeat all of the new information, followed by the tentative effective date of change. You will also hear a notice that due to agency processing, the effective date of your change may be effected the next pay period.

After you have entered the appropriate change of address information, you will be prompted to:

- Press 1 to save action
- Press 2 to reenter
- Press 8 to review
- Press 0 to cancel

To make changes in your Health Benefits or Premium Conversion (Option 4 on the Main Menu)

You will hear the following:

“Don’t submit paper forms for the same action. To avoid a gap in family members coverage, this change should be coordinated with the enrollment date of your new coverage.”

You will then hear the following:

- Present enrollment information
- Enrollment Code
- Plan Name
- Self or Family coverage
- Elected Option (high, low, standard)
- Premium payment basis (Pre-Tax or non pre-tax basis)

NOTE: If premiums are paid on pre-tax basis, you cannot make changes to your FEHB

For Thrift Savings Plan changes (Option 5 on the Main Menu):

Upon selection of this option, you will hear general information concerning TSP. You will also be asked not to make TSP changes using Employee Express AND submitting a TSP-1 to your human resources representative.

You will then be prompted to:

- Press 1 – to make changes to your TSP contributions
- Press 2 – to transfer to the TSP Thrift Line to make changes to your fund allocation

By Pressing 1, you will hear the following:

- Current TSP status
- Current TSP contribution amount deducted each pay period

You will then be prompted to:

- Press 1 – to stop your thrift savings
- Press 0 – to return to the main menu

By Pressing 2 to make changes to your fund allocations, you will be transferred to the TSP Thrift Line. You must have your TSP PIN to access the TSP Thriftline.

For PIN Changes (Option 7 on the Main Menu)

Upon selecting this option, you will hear information concerning creating a PIN. For example, your EE PIN must be at least 4 numbers and no more than 8 numbers. You are encourage not to use birth dates, family names, or other information that can easily be learned. You are also encouraged not to write your PIN number down.

You will then be prompted to:

Press 1 – to change your PIN
Press 2 – for information on changing PIN
Press 0 – to return to the main menu

By Pressing 1, you will be prompted to:

Enter your new PIN
Re-enter your new PIN for verification

You will then hear that your PIN has now been changed.

EE Survey

After making your personal changes, you will be asked if you would like to take a short survey concerning the Employee Express telephone instructions. You will then be prompted to:

Press 1 to take survey
Press * to exit completely

Who can use Employee Express:

Federal civilian employees of DHHS.

Who cannot use Employee Express:

- Commissioned Corps Officers
- Visiting Fellows
- Guest Researchers
- Other non-FTE positions, e.g., ITRAs

Actions that can be performed in Employee Express:

Federal Tax

- Changes in marital status
- Number of Exemptions
- Amount of Additional Deduction
- File Exempt from withholding

State Tax

- Number of Exemptions for current state
- Amount of Additional Deduction

Direct Deposit - Savings and Checking only

- Start – need bank routing and account number
- Change in Allotment

Financial Allotments – for employees with Direct Deposit only

- Start new allotment
- Stop an existing allotment
- Change an existing allotment

Must have financial institution's routing number, account number and account type.
Cannot be used for charity, savings bonds, garnishments, or other organizational dues.

Health Benefits (FEHB) – Open Season only

- Enroll in any health plan
- Cancel enrollment
- Participate or Waive Premium Conversion
- Change from one plan to another
- Change coverage (self only or family)

Health Benefits (FEHB) – Non-Open Season

- If **not** participating in Premium Conversion – Cancel enrollment
- If **not** participating in Premium Conversion – Change from Self and Family to Self only with present health benefit carrier

Thrift Savings Plan (TSP)

- Start enrollment during open season
- Change dollar amount or percentage of pay during open season
- Cancel contributions at anytime during the year

Home Address Change

- Change any or part of your home address

PIN Change

- Change PIN Number

Actions that cannot be performed in Employee Express:

State Tax

- Change your State
- File exempt from state withholding
- Designation of marital status
- File the initial state withholding form
- Claim more than 10 exemptions

Federal Employees Health Benefits and FEHB Pre-Tax Action (Premium conversion)

- If participating in Premium Conversion -EE changes are permitted only during Open Season

Thrift Savings Plan (TSP)

- TSP – initial TSP elections – must submit TSP-1 to servicing personnel office
- TSP – loan application – must go to TSP website (www.tsp.gov) using your TSP PIN
- TSP – changes in future TSP allocations between funds – must go to TSP website (www.tsp.gov) using your TSP PIN

Other Actions

- Name Changes
- Combined Federal Campaign (CFC) charity deductions
- Long-Term Care (LTC) actions
- Initial entrance on duty (EOD) forms
- Savings Bonds actions
- Federal Employees Life Insurance (FELI) – all actions
- Flexible Spending Account (FSA) actions

How to get Assistance:

To obtain assistance for Employee Express, you can call the OPM/EE Help Desk (in Macon, GA) at 478-757-3030 or 800-573-0940 from home. Hearing impaired employees may call 912-757-3117 or 900-880-0412. The help desk is available Monday through Friday between 7 a.m. and 7 p.m. ET. At other times, a message may be left and someone from the Help Desk will return your call. You may also contact the Help Desk via email at EEXHELP@OPM.GOV. However, you must include your full name (as it appears on your earnings and leave statement), your agency's name, your phone number and a brief description of your problem in your message. Questions concerning specific personnel and payroll information should be directed to your human resources representative. You may locate your servicing personnel office at: <http://hr.od.nih.gov/Benefits/Dhrobranchlocation.htm>.

The Help Desk provides the following services:

- Explains the options available and how to make your changes using Employee Express. The options are: Taxes, Financial Allotments, Direct Deposit, Address Changes, Thrift Savings, Health Benefits, Savings Bonds, Combined Federal Campaign (CFC) and PIN changes.
- Provides numbers for the phone system, locations for touch screens and contacts for your servicing personnel office.
- Issues a new PIN for all agencies, except for GSA.
- Provides a confirmation letter for benefits changes made through Employee Express.

Who to Contact if an EE Transaction/Change is not reflected on your Earnings and Leave Statement:

If you received a confirmation date when you completed your transaction and the effective date Employee Express provided has passed, see your human resources representative to check your transaction.

If you did not receive a confirmation date, contact the OPM-Macon Help Desk who can track and verify if the transaction was completed. The Help Desk number is 478-757-3030.